The Operational Tiger Teams Report

Operational Priorities

- Fleet/Marine Liaison
- AD Enrollment to Tricare Prime
- OPFOR / MTF interface
- PCMBN
- IM/IT Support
- OPFOR Workload
- The right thing for AD
- After Hours Care
- AD Resource Support
- Disposition Time
- Raise Line confidence
- Market Tricare
- AD Referral to MTF
- Platform Capabilities

Operational Champions IPT

- Chartered July 00
- Exec Oversight Group
  - RADM Jim Johnson (chair)
  - RADM (s) Steve Hart
  - RADM DI Wright
  - RADM B Potter
  - RADM (s) J Mateczun

Operational Tiger Teams

- Fleet / FMF Liaison
- Enrollment of AD into Tricare Prime
- Operational PCMBN
- Information Management (IM/IT)
- Operational Forces Workload / Resourcing

Fleet / FMF Liaison

- Leader - CAPT John Gerhard
- OPFOR - Number One Priority
- Task: Develop/Characterize a Fleet Liaison and the associated processes that best serve the Operational Forces

Fleet / FMF Liaison

- **Draft Operational Forces Liaison Instruction -**
  - **Proactive**
  - **Perscriptive**
  - **High-Profile**

Active Duty Enrollment

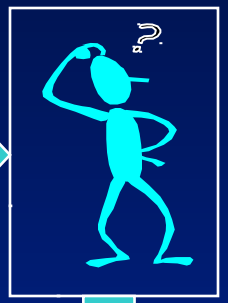
- Co-Leaders: CAPT Dean Bailey, CAPT Jerry Ragland
- Task: Develop a process to painlessly enroll AD into Tricare Prime

Enrollment - The Problem

- AD Sailors and Marines are NOT automatically enrolled in TRICARE Prime when they PCS
- Members must physically report to a TRICARE Service Center to be enrolled by contractor
- Non-enrollment can cause delay in payments, benefits, credit problems, etc

Current Enrollment Plan

Operational Unit



TriCare Service Center

DOES (Contractor System)

DEERS

Gaining MTF CHCS

Losing MTF CHCS

Proposed Enrollment Plan

Send electrons - not Sailors

Operational Unit

Activity Gain Message

Start TRICARE Message

DFAS, PERS

DEERS

National Enrollment Database

New Step!

Gaining MTF CHCS

Losing MTF CHCS

Requirements for Success

- Process needs to be transparent to AD Sailor and Marine
- Member assigned to an Operational PCM
- Solution requires high level agreement between TMA, PE[illegible] and OLA

Progress

- Enrollment Pilot Project
  - (BUMED, TMA, PERS, OLA, OPFOR)
  - Start post-NED (~18 June 01)
  - Enroll AD PCS to four San Diego Ships
    - CORONADO
    - MOUNT VERNON
    - CONSTELLATION
    - STENNIS

Operational PCMBN

- Leader - LCDR Marty Pruss
- Task: Define what an Operational PCM is and does ; How will Operational PCMs be educated about their duties and how will patients be educated about their obligations?

Operational PCMBN

- OPNAV Instruction Drafted
  - Operational PCM defined
  - Responsibilities delineated
  - Education of PCMs and Patients outlined
- New paradigm for MTF-OPFOR interaction

PCMBN - MTF Interaction

- Fleet Liaison trains PCM on MTF resources
- TRICARE Service Center trains on consultation and access standards.
- Maintenance of training is responsibility of the PCM.

Sailor/Marine Training

- Tricare enrollment
- Unit medical resources and times available
- MTF Medical resources and after hours care
- Authorization requirements and phone numbers.
- Who the PCMBN is and access methods.

IM/IT Tiger Team

- Leader: CDR Jeff Paulson
- Task: Develop processes that lead to IM Common Systems that are universally deployable.

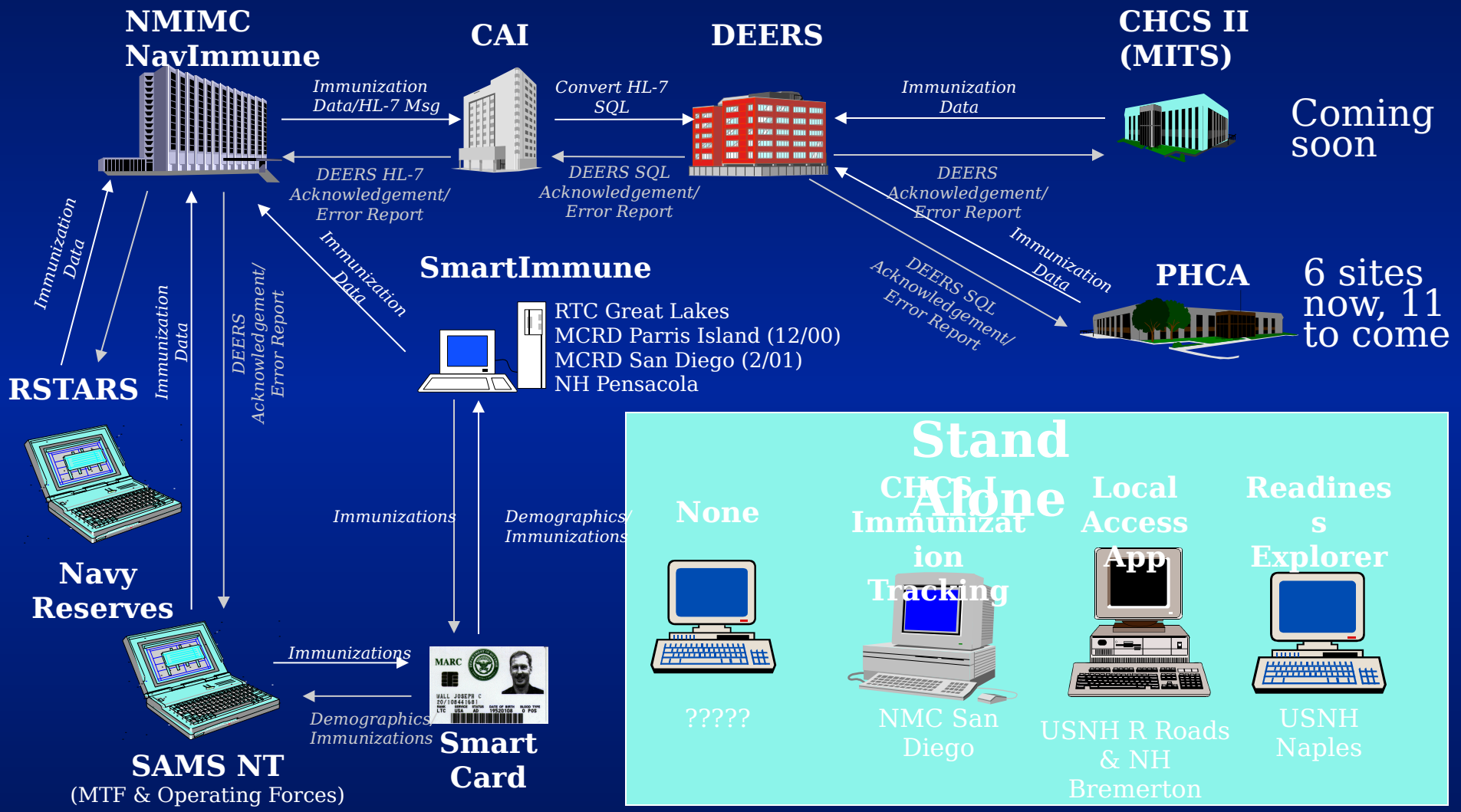
The Problem

- MTFs and OPFOR use different IM systems, and these systems don't talk to each other
  - OPFOR use SAMS while deployed, CHCS in garrison or pierside
  - MTFs use SAMS for immunizations, CHCS for everything else
  - Data entered into one system must be re-entered into the other

ImmunizationTrackingPrograms in use at MTFs

- SAMS (FMF/Fleet)
- PHCA (6 sites, 11 more to come)
- CHCS I (NMCSD)
- Smart-Immune (Recruit Depots)
- RSTARS (Navy Reserves)
- Homegrown Databases (Rosy Roads, Bremerton)
- CHCS II will use Military Immunization Tracking System (MITS), a USAF product

Navy Medicine Immunization Reporting to DEERS



SAMS is only authorized Anthrax and Other Immunizations Reporting system per MED-

The Future

- **SAMS**
  - **Will be included as part of TMIP-J**
  - **Remains a strong and viable system**
- **CHCS II**
  - **A select set of modules (called CHCS II Theater) will join SAMS in Feb 02.**
  - **CHCS/TMIP convergence**

Initial Project: SAMS Interfaces

- **Temporary Fix = "Bridging solution"**
  - **What products exchange data sets between CHCS and SAMS?**
  - **Evaluate Preventive Health Naval Service (PHNS) product**
- **Establish MED-02 IM position**

Operational Workload / Resources Tiger Team

- Leader: CDR Eric McDonald
- Task:
  - Develop processes to capture the workload of Operational Providers
  - Develop processes to ensure adequate funding for primary care of Operational Forces

Our Choice